

Processing Over- & Underpayments for TANF, SNAP

To Enter a System-Calculated OVERPAYMENT:

- This procedure is most often used when the overpayment results from unreported income
- It can also be used when a SNAP (FS) household received too much in benefits because an 'IN' member should have been coded 'OU' on FS SEPA

NOTE: Before using this procedure, refer to the appropriate policy manual to determine whether an overpayment is appropriate.

Step	Action
1.	For the first month affected, make a screen print of the EXPD screen (for TANF) or the EXAD screen (for SNAP) for a record of the original benefit/allotment calculation.
2.	Make a screen print of each income and/or resource screen that will require changes, and then input the corrected information. <ul style="list-style-type: none"> • You must work through EXPD or EXAD to recalculate benefits. (The Grant Amount or Allotment Amount field will show a negative amount.)
3.	Repeat Steps 1 and 2 for each benefit month that requires changes. Note: If an overpayment covers a period greater than 18 months , send an email to HHS QAD Claims for guidance setting up the claim.
4.	'Next' to the SEOU (Setup Over- and Underpayments) menu, and enter the Program Type (AF or FS) on the menu. Select OVCA by typing a character next to it; press Enter. <ul style="list-style-type: none"> • The Case Name, Case No., Program Type, and Status fields are filled in by TEAMS.
5.	Enter information in the upper section of OVCA: <ul style="list-style-type: none"> • Overpayment Cnty (the county where the household resides, as shown on ADDR); Then tab past the center section, which displays the Error Month(s) and the calculated Overpayment Amount.
6.	Enter the following in the lower left section of OVCA: <ul style="list-style-type: none"> • Recovery Type code: <ul style="list-style-type: none"> – For TANF: Enter R for overpayments occurring after 2/97 – For SNAP: Enter either A (household error) or E (agency error) * See policy manual * • Effective Date (the first of the month in which repayment will begin) • Notice Date (the date the notice of overpayment is sent to the participant)

7.	<p>Tab to the Overpayment Reason fields in the lower right, and enter between 1 and 5 codes as appropriate (see Online Help).</p> <ul style="list-style-type: none"> – Note: The Amount field defaults to \$10, and the Percent field defaults to 10% (shown as .10). Future benefits will be reduced by the greater of the two until the claim is repaid. The Claims and Investigations Unit may change the dollar amount and/or percent field, if appropriate. – Do not change the Category code; TEAMS will determine this. <p>Press Enter to establish the claim. The Total Amount, Balance, and Status Date will now display in the lower left.</p>
8.	Send a notice as appropriate per policy.
9.	<p>The supervisor must enter a case note (OP SUP AP) the same day the claim is established to indicate they have reviewed the overpayment and approve it. If the overpayment claim is based on the receipt of TANF continued benefits pending a fair hearing due to a sanction, the supervisor must email the appropriate information to Central Office so the recovery percent can be updated.</p>
<p>NOTE: Overpayment claims can only be changed the same day the claim is entered. After the claim is sent to the Accounts Receivable Management System (ARMS) with the nightly batch process, only Claims and Investigations staff will have access to make changes.</p>	

To Enter a Manual OVERPAYMENT:

- This procedure is used when the overpayment amount cannot be calculated by TEAMS because it does not involve changes to screens for past months.
- If a TANF Cash (AF) participant was coded 'IN' on AF SEPA but should have been coded 'OU,' the participation code cannot be changed. Process a manually calculated overpayment in this instance.

NOTE: Before using this procedure, refer to the appropriate policy manual to determine whether an overpayment is appropriate.

Step	Action
1.	<p>When the overpayment amount has been calculated on paper, 'Next' to the SEOU (Setup Over- and Underpayments) menu.</p> <p>Enter the Program Type code, and select OVCA. Press Enter.</p>

2.	<p>In the top and center sections of OVCA, enter the following information:</p> <ul style="list-style-type: none"> • Overpayment Cnty (the county where the household resides, as shown on ADDR) • ACTN (Action) code of A (Add) • Error Mnth (benefit month in which the overpayment occurred) • Overpmt Amount (the calculated overpayment for that month) • Ctbl (Countable) Code of Y
3.	<p>Tab to the lower section, and enter the following:</p> <ul style="list-style-type: none"> • Recovery Type code: <ul style="list-style-type: none"> – For TANF: Enter R for overpayments occurring after 2/97 – For SNAP: Enter either A (household error) or E (agency error) * See policy manual * • Effective Date (the first day of month in which repayment will begin) • Notice Date (the date that the overpayment notice will be sent) • Overpayment Reason code (up to 5 may be entered; see Online Help). <p>TEAMS will enter the correct Category code and Status code; do not change these.</p>
4.	<p>Press Enter.</p> <ul style="list-style-type: none"> • The Action code (ACTN) in the center section will be changed to 'I' (Include), and the Total Amount, Balance, and Status Date will be shown in the lower left.
5.	<p>View the EXPD screen (for TANF) or the EXAD screen (for SNAP) to determine if an underpayment has been created.</p> <ul style="list-style-type: none"> • Since the overpayment was not calculated by TEAMS, the system may incorrectly generate an underpayment to compensate for the reduced benefits. <p>If an underpayment has resulted, do one of the following:</p> <ul style="list-style-type: none"> • Use the F2 or F3 key to exit the EXPD or EXAD screen without pressing Enter (this prevents the underpayment from being stored). • If Enter is pressed on EXPD/EXAD, go to the UNAU screen and delete the underpayment that was just stored (use Action code D and authorize).
6.	<p>Enter a case note on the CANO screen to explain all actions, and send a notice of overpayment as appropriate per policy.</p>
7.	<p>The supervisor must enter a case note (OP SUP AP) the same day the claim is established to indicate they have reviewed the overpayment and approve it.</p>

To Make Adjustments to a previously established Overpayment (Increase, Decrease, or Deletion):

- Reminder: Claims can be adjusted (increased or decreased, or other field changes) the **same day** the claim was established.
- Claims can be deleted the **same day** the claim was established.
- Send an email to HHS QAD Claims (Claims and Investigations) if changes are needed after the date the claim was established, or if any guidance or assistance is needed.

To View the Status of Overpayment Claim(s) for the Case:

- Next to the SEOU menu, enter the appropriate Program type code, and access the **OVCH** (Overpayment Claim History) screen.

To Enter a System-Calculated UNDERPAYMENT:

- Use this procedure when information on various screens (household composition, income, etc.) will be changed resulting in additional payments/allotments for prior month(s).

NOTE: Before applying this procedure, refer to the appropriate policy manual to determine whether an underpayment is allowed.

Step	Action
1.	Make required changes on TEAMS screens for the month in which benefits were underissued. Proceed to the EXPD screen (for TANF Cash) or the EXAD screen (for Food Stamps), and press Enter to store the underpayment.
2.	Repeat Step 1 for any other benefit months that were underissued (if any).
3.	‘Next’ to the SEOU (Setup Over- and Underpayments) menu, and enter the Program Type (AF or FS) on the menu. Select UNAU by typing a character next to it; press Enter. <ul style="list-style-type: none"> • The screen will display case information, as well as the Error Month(s) and Underpayment Amount(s).
4.	Enter an Action code of C , and an Error Cause code of AP (Agency Problem).
5.	Enter your password in the Underpayment Authorization field; press Enter. <ul style="list-style-type: none"> • The total payment amount will display. This may be less than the amount authorized if outstanding overpayment claims exist for the case (shown in the Recoup/Offset field).
6.	Enter a case note on the CANO screen, and send a notice as appropriate per policy.

To Enter a Manual UNDERPAYMENT (SNAP only):

- This procedure is used when the underpayment cannot be calculated by TEAMS because it does not involve changes to screens.
- To process a manual underpayment for TANF, please contact the Regional Policy Specialist and TANF Policy Specialist.

NOTE: Before applying this procedure for SNAP, refer to the appropriate policy manual to determine whether an underpayment is allowed.

Step	Action
1.	When the underpayment amount has been calculated on paper, 'Next' to the SEOU (Setup Over- and Underpayments) menu. Enter the Program Type code, select UNAUI, and press Enter.
2.	Enter the following information: <ul style="list-style-type: none"> • Action code of A (Add) • Error Month • Underpayment Auth Amount • Error Cause code of AP (for Agency Problem)
3.	Enter your password in the Underpayment Authorization field, and press Enter. <ul style="list-style-type: none"> • The Payment Amount will display. This may be less than the amount authorized if there were any outstanding overpayments for the case (shown in the Recoup/Offset field). • TEAMS will issue the payment/allotment through the Daily Issuance process, and will be recorded on the FSIH (Food Stamps Issuance History) screen.
4.	Enter a case note on the CANO screen, and send a notice as appropriate per policy.

To Delete an Authorized Underpayment:

- NOTE: This can only be done on the day that the underpayment was entered and authorized.

1.	'Next' to the SEOU menu, enter the Program Type, and select UNAUI. Press Enter.
2.	Use the Action code of D (Delete), and enter your password in the Underpayment Authorization field. Press Enter.